



ELDER CARE ASSISTANCE

CONNECTING PEOPLE... CHANGING LIVES

Case Study

"My parents need help, but I don't even know where to begin ..."

These were Jim K.'s words when he called Horizon Health EAP for help. Like many adult children, he was worried about the safety and security of his elderly parents.

Jim's parents had retired away from the family home while healthy and active, but things had recently changed. Dad was recovering from a stroke which left him frail and unable to drive. Since the stroke, Mom had become anxious and unable to care for Dad – or even for herself. They needed help right away, and neither Jim, nor his brother or sisters lived close enough to be "hands on."

CARING, EXPERIENCE, REASSURANCE

The Horizon Health eldercare counselor who took Jim's call reassured him immediately that there was help available for Mom and Dad. After noting basic information about Jim, the counselor led him through a series of questions to gather facts about his parents' location, lifestyle, health histories, support network, insurance, and finances. The counselor's focused questions helped identify his parents' strengths, weaknesses, preferences, and needs.

By the end of the very first phone call, Jim was already feeling better. He could sense that his experienced counselor was putting together a comprehensive picture of his parents' needs and options. He realized that, with the help of Horizon Health's expert, he could find solutions.

RESEARCH, CONSULTATION, SOLUTIONS

After doing thorough research and making many phone calls, the counselor called Jim back with information on two possible remedies: moving his parents to a more secure environment, or enabling them to stay in their home by getting help to come to them.

After discussing these options with Jim, the counselor sent him detailed profiles of several assisted living facilities in his parents' area and within their price range. The counselor had called each of the facilities to find out about services, amenities, and activities offered, and – perhaps most importantly – had confirmed current openings. Jim also received profiles of home health agencies, including names, phone numbers, rates, and descriptions of services offered. If his parents wanted to stay in their own home, these agencies could provide assistance.

Further, the counselor referred Jim to his parents' regional Area Office on Aging, a government agency with a variety of services including transportation, home-delivered meals, and case management help for older adults.

MEETING EVERY CALLER'S UNIQUE NEEDS

Finally, the counselor offered to send copies of all provider profiles to Jim's siblings and parents. While separated by geography, they could "meet" on the phone to discuss the options – with all the pertinent information in their hands.

Thanks to the caring, knowledgeable help of Horizon Health's counselor, Jim and his family could now move on to make informed decisions. If you ask Jim, he'll tell you that one call to Horizon Health EAP took the weight of the world off his shoulders!

Note: Case studies are composites of real situations. All names and other identifying information are fictional.



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